



State of Connecticut
Department of Developmental Services

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Commissioner

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Deputy Commissioner

TO: DDS Case Managers and Qualified Providers
FROM: Robert Smith, Program Manager for Aging and Case Management Services
DATE: October 3, 2018
SUBJECT: Procedure to Ensure Timely Documentation

Documentation for the development and implementation of individual plans for the people we serve is critically important. Too often this information is missing in DDS or Provider records. The process to reduce the number of late or missing Reports, Individual Plans and Individual Progress Reviews has been revised to incorporate new requirements of the Individual Plan which started July 1, 2018.

Individual Plans (IP) are to be written and distributed 45 calendar days after the IP meeting. This time frame is for the first year of the implementation of the new Individual Plan noted above and extending through August 2019.

Individual Progress Reviews (IPR) are the responsibility of all service providers and are due for distribution to the team at the 6 month mark from the IP meeting and 2 weeks prior to the upcoming IP. All other reports and assessments to be used for developing the IP are also due 2 weeks prior to the upcoming IP or sooner depending on the individual requirements for the report.

For Providers:

If an IP is not received within the 45 day period, an email will be sent to the Case Manager with copy to the CM Supervisor. Providers should maintain this documentation for their records.

If there is no response and no documentation received within two weeks from last email, resend the email with a copy to that Division's ARD. Providers should maintain this documentation for their records.

If there is no response and no documentation received within one week, resend the email with a copy to the DDS Regional Director. Providers should maintain this documentation for their records.

If there is no response from the regional administration forward a copy of email to Robert.c.smith@ct.gov.

DDS Case Managers:

For Individual Progress Reviews (IPR), and any other necessary reports or assessments, prior to the IP:

If the IPR or reports are not received within one week prior to the IP, the case manager will email the responsible person at the provider outlining what reports are needed with a copy to the respective Resource Manager. This correspondence needs to be documented by the case manager in the individual's case notes.

If the IPR/reports are not received by the time of the IP, resend the email with a copy to that agency's Executive Director and to the respective Resource Manager and Case Management Supervisor. A case note is done for this action.

If still no documentation or response within a week of the last email, this email is re-sent to the agency's Executive Director with a copy to the DDS Resource Administrator, respective CM Supervisor and DDS ARD. A case note is completed for this action.

This same procedure will be completed for missing Individual Progress Reviews or other necessary reports due at the 6 month mark.